

Role Name: Application Support Specialist - Information Exchange Systems

Role data

Position no.	E12052	Work Area Profile	IT Service Development
Work Level Classification	Level 5	Directorate/Business Unit	Information Technology
Reports to (role)	Manager – Core Platforms	Location	Melbourne
No. direct reports	0	No. of indirect reports	0
Version date	9 February 2021	Tenure	Ongoing

Work Area Profile

DRAFT

The IT Directorate provides technology services and solutions that advance the Ahpra vision, mission and strategic goals. The Directorate supports Ahpra's users, leadership, external stakeholders and practitioners with customer-oriented service and a robust and reliable technology environment that encourages effective and innovative ways of using technology in all facets of Ahpra's operations.

IT Service Development develops IT services that provide sustainable value to the Ahpra business by maximising benefits and minimising one-off and ongoing delivery risk.

Role purpose

Manages and supports production system which provides critical information exchange with external organisations on a day-to-day basis. Daily activities include monitoring, reporting and reviewing performance of applications and software components in the enterprise IT environment to allow normal operations and to detect and escalate exception conditions and ensures that the level of application availability meets the needs of Ahpra. The role is the key contact point with customers for technical support, including assisting with resolution of issues and documenting and defining new or changed requirements.

Key Accountabilities

- Provide the key contact point for external parties for the resolution of issues, and documenting and defining new or changed requirements
- Support and comply with SDLC processes including release management, configuration management and version control
- Participate in all phases of the SDLC including investigation, analysis, design, build, test, implementation, support and maintenance
- Prepare and maintain technical documents such as standards and procedures, technology reviews, technical specifications, operations guides, and standards for software development and coding.
- Participate in reviews of artefacts such as business requirements specifications and functional specification documents

- Participate in peer reviews of own work products
- Maintain a professional commitment to quality outputs including reliable, well-documented solutions and minimal defects
- Provide task estimates (as required) and make realistic commitments to deliver
- Perform programming work in adherence to software development guidelines and standards
- Contribute to the development, review and continuous improvement of software applications
- Maintain source control, follow configuration management & software development standards
- Support production systems in a customer focussed environment
- Take a flexible approach to dynamic priorities
- Support business systems by investigating and repairing faulty software systems and data in response to customer incidents
- Support the investigation and rectify the root cause of recurrent incidents (problem management)
- Maintain system performance and capacity, deploy and test system patches and upgrades
- Providing in-depth understanding of end-to-end business processes and related IT applications, focused on end-user specific support (2nd level)
- Application incident resolution within defined SLAs
- Proactive Problem identification (and where needed contributing to resolution)
- Monitor application events and take appropriate control action to address the events where needed
- Perform application break-fix activities (all) and minor-enhancements (as defined and decided by the IT Directorate Leadership team)
- Foster a culture of continuous improvement by seeking opportunities to review and improve processes across the role scope and system/services
- Health Safety and Wellbeing: Ensuring the workplace provides a safe working environment with the required level of care and respect for its participants meaning to:
 - Take reasonable care for own and others' health, safety and wellbeing
 - Adhere to Ahpra's workplace health, safety and wellbeing policies and procedures

Capabilities for the role

The AHPRA [Capability Framework](#) applies to all AHPRA employees. Below is the complete list of capabilities and proficiency level required for this position.

Values	Capabilities	Proficiency level
Service	Commits to customer service	Advanced
	Displays leadership	Foundation

	Generates and delivers the strategic vision	Foundation
	Demonstrates an awareness of the National Registration and Accreditation Scheme (the National Scheme) and the National Law	Foundation
Collaboration	Builds constructive working relationships	Intermediate
	Communicates effectively	Advanced
Achievement	Demonstrates accountability in delivering results	Intermediate
	Uses information and technology systems	Advanced
	Displays personal drive and integrity	Intermediate

Qualifications/Experience	Required
Qualifications	Relevant tertiary or equivalent qualifications (or experience) in software development/engineering or information technology
Experience	<p>Good knowledge of IT applications, infrastructure and service delivery</p> <p>Ability to work under pressure.</p> <p>Good experience in application management and event monitoring.</p> <p>Good working knowledge of XML Parsing and processing.</p> <p>Strong SQL Server fundamentals, with good understanding of scalability issues, i.e. compression, partitioning, lock escalation, transaction management.</p> <p>Good hands-on experience in creating Stored Procedures, Functions, Tables, Cursors, Hash tables and handling complex data types.</p> <p>Ability to deliver clean, documented and testable code.</p> <p>Good working knowledge of SQL Profiler.</p> <p>Experience in Microsoft SQL Server 2008 – 2016</p> <p>Good design skills and knowledge of Common design patterns.</p> <p>Experience in SSRS (SQL Server Reporting Services) and SSIS (SQL Server Integration Services) development using Microsoft SQL Server.</p> <p>Good communication skills.</p>

Key Relationships

Internal Relationships	External Relationships
CIO and Directorate peers	Contracted IT vendors
Information and Decision Management	External information exchange users and stakeholders